Date: November 17, 2010

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

As part of an on-going effort to provide continuous improvement in the Applications Services Framework, the County and Northrop Grumman have conceived an approach to project management that will require the addition of new Applications Services Labor Categories.

Resolution:

1. Exhibit 16.1-4 is supplemented by the addition of three new Applications Services Labor Categories as shown on Attachment A to this PRR-075.

2. Schedule 16.1, Fees, Exhibit 16.1-1 is amended by the addition of hourly rates for the new Applications Services Labor Categories as follows:

    a. Associate Application Developer $70.00
    b. Mission Assurance Project Engineer $90.00
    c. Project Scheduler $95.00

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: _Bruce n Petyya_

Name: _Bruce Petrozza_

Title: _Manager_

Date: _11-18-10_

Hudson

NORTHROP GRUMMAN INFORMATION TECHNOLOGY, INC.

By: _SL Christianson_

Name: _Stephen L. Christianson_

Title: _Director of Contracts, CSI_

Date: _17 November 2010_

<u>Attachment A to PRR-075, Rev 2</u>

Associate Application Developer

Description: An Associate Application Developer acts under general supervision on projects, enhancements and operational support for various business applications. This classification must have the ability to develop software from detailed program specifications; analyze data and situations, reason logically and creatively, identify problems, draft and present valid conclusions; apply creative thinking in the support of business applications; establish and maintain cooperative working relationships with those contacted in the course of the work.

The Associate Application Developer (or Software Engineer) will have knowledge or demonstrated capability in the following curriculums: software development life cycle methodology (SDLC), business process management (BPM), service oriented architecture (SOA), software engineering disciplines, Microsoft .NET, J2EE, SharePoint, Business Intelligence

Minimum Qualifications:
Position requires (1) a baccalaureate or equivalent university degree in Computer Science, Systems Engineering or related degrees, (2) an associate degree with two (2) years experience in software development, or (3) a high school diploma with four (4) years experience in software development.
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Project Scheduler

Description: As part of the Program Planning and Control (PP&C) organization within the NGIS Civil Systems division, the County of San Diego (CoSD) scheduler will be responsible for the implementation of standard processes, tools and program planning and control practices for all CoSD schedules. Reporting administratively to the PP&C Manager and taking day-to-day direction from the program CoSD PMO, the candidate will develop and manage complex project execution schedules on fast-paced and interrelated projects for the CoSD application programs. This position will be responsible for the following:

- Developing Integrated Master Plan (IMP) and Integrated Master Schedule (IMS) baseline schedules to meet all program objectives
- Monitoring schedule performance and interdependencies
- Executing critical path analysis, schedule risk analysis and cost/schedule integration

- Quality and accuracy of the schedule database and integration with other program schedules
- Ensuring major projects and program schedules and plans are horizontally and vertically integrated across company functional groups including finance, engineering, material, manufacturing, and quality.
- Tracks plans and schedules, performing risk analysis, identifying and resolving critical path and network logic conflicts.
- Use of Gantt, PERT, milestone charts, earned value management and other project management techniques to gauge progress and identify performance variances to facilitate focus and intervention on critical areas.

Experience: This position requires extensive planning and scheduling experience with exposure to IT infrastructure and network planning and implementation. Experience developing complex schedules in an Earned Value (EV) environment is highly desirable. This individual must possess strong team collaboration and problem-solving skills. Minimum qualifications: Bachelors Degree, experience with Microsoft Project with at least 6 years experience in scheduling and project management, versatile in MS Office applications, particularly MS Excel and MS Word. Desirable qualifications: experience working in a multiple-MS Project environment, experience with MS Project, PMP certification

Mission Assurance Project Engineer

Description: The IT PMO Mission Assurance (MA) role and responsibility is as an active team member in (a) the execution of all project management processes and procedures, and (b) proactive leadership in the review and remediation of all associated artifacts from project inception through final delivery. This role is an independent function and will assure that the mission of each individual project is accomplished as specified by the County of San Diego and Northrop Grumman.
- Facilitate Project Gate Review process and procedures as a member of the project team
    - Ensure proper level of tailoring for Gate Review artifacts based upon identified project risk
    - Ensure project team and customer engagement throughout the project life cycle in accordance with the Gate Review schedule
    - Ensure requirements tracking through project life cycle
    - Ensure project artifact compliance to the Requirements Traceability Matrix (RTM) and track issues and corrective actions
    - Participate in the development of the County Project Evaluation & Classification Tool (CPECT) risk classification tool and assist in the evaluation of results

- o   Monitor Project Risk and Opportunities Register
- o   Conduct independent risk reviews & monitor/report risk mitigation activities
- o   Ensure that NG contracted 3rd Party Vendors perform and deliver artifacts in conformance with Northrop Grumman policies and procedures
- o   Recommend/Implement lessons learned for continuous improvement

- Review project deliverables and remediate as part of project team.
  - o   Identify potential issues in cost, schedule & technical performance which could impact project artifacts and deliverables
  - o   Participate in Work Product Peer Reviews (WPPRs)
  - o   Review project issue closure plans

- Manage preparation of artifacts for the project Gate review
  - o   Evaluate artifacts prior to Gate Review and coordinate with Project Manager (PM)/Technical Leads on remediation efforts as required
  - o   Establish/verify the review criteria for each artifact are achieved prior to Gate Review (these criteria are also used during Gate Review)
    - ■   Gate Entry Criteria verification checklist
    - ■   Gate Review Input verification checklist
    - ■   Review criteria and Go/No-Go conditions
  - o   Ensure Stakeholders have reviewed artifacts and completed templates prior to Gate Review

- Manage project Gate Review process
  - o   Prepare Schedule/Agenda and notify participants including Gate Review lead-time scheduling for Stakeholders
  - o   Lead Gate Review and rules of engagement for Gate/Artifacts (Go/No-Go decision)
  - o   Capture/Verify Gate Review artifact action items with participants during Gate Review and distribute
  - o   Capture Gate Review attendees, decisions and action items in the designated repository

- Ensure project Gate Review closure
  - o   Capture final updates on action items and post to the designated repository
  - o   Ensure that Gate Review action items are closed per schedule and report non-conformance to PM

Experience: The MA Project Engineer will have experience in Mission Assurance developing and applying MA processes and procedures specific to the full project development life cycle. To be considered for this position, the candidate must minimally meet the knowledge, skills, and abilities listed below:

- Bachelors Degree
- 5 years working in a product engineering and/or an IT service environment with focus on all aspects of the product /service lifecycle to include development, verification, deployment and operation within an IT managed service environment
- 3 years in the analysis of data, trends, and process / service performance gaps using statistical methods
- 3 years experience and demonstrated knowledge of program management processes (e.g., risk management)
- 3 years experience implementing product engineering or IT service (ITIL) processes within a variety of systems or service environments; involving systems or service teams in the definition, documentation, deployment and improvement of processes.

Candidates with these preferred qualifications will be given preferential consideration:
- Bachelors degree in System Engineering or where there is no technical (B.S) degree, post graduate certifications in IT related areas
- Demonstrated proficiency in communication and/or facilitation skills which will be needed in dealing with a variety of stakeholders across the Operating Unit to include program technical staff, program managers, senior managers and customer representatives
- Proficiency in all Microsoft Office products
- Certification or extensive experience in system engineering methodologies or frameworks (i.e., CMMI-DEV, ITIL V2 or ITIL V3) which support technical aspects of the program